

MEDIA RELEASE



CITY OF DANVILLE, VIRGINIA Utilities Department

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FOR IMMEDIATE RELEASE:

Danville, VA – Danville Utilities My eAccount will be available to all customers this Monday, June 7th! My eAccount is a free, state-of-the-art online account management tool available to Danville Utilities customers worldwide. Wherever internet access is available, customers can log on to My eAccount and access utility billing history, transaction history, meter reading history, and consumption history. Danville Utilities customers can also use My eAccount for paying their utility bill online, for submitting communications to Customer Service, and to receive their monthly bill as a paperless ebill!

To take advantage of Danville Utilities My eAccount, customers can simply visit www.danvilleutilities.com and follow the “My eAccount” link, or go directly to the My eAccount log-in page at www.danvilleutilitybill.com. New visitors to the site need to register for a user account. To register:

- 1) Have your Danville Utilities 8-digit customer number and your 10-digit account number handy. These can be found on your utility bill in the upper left-hand corner.
- 2) On the log-in page, click on the “Register” button and fill in the registration form, including the username and password that you would like to use for logging in to the site in the future. You will also enter your customer number and account number here.
- 3) If you need any assistance with My eAccount registration, click on the “About My eAccount” heading on the log-in page and see the “First Time User Information/Registration” frequently asked questions.
- 4) When registration is complete, you will receive a verification code via email that is needed for your first login. After the initial login, only your username and password will be needed to access the site in the future.

Danville Utilities My eAccount is completely free-of-charge. Customers may log in and take advantage of all the features of My eAccount as often as they like. My eAccount also has convenient Online Resources that link to helpful information, including tips on saving energy and money on utility bills. Danville Utilities encourages our customers to use My eAccount as a money-saving tool to help you make your home more energy efficient!

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Should you need additional information please contact Nate Lewis, Danville Utilities Interim Key Accounts Manager at (434) 857-3312.